



INFORMATION UPDATE FOR WHOLESALE CUSTOMERS

http://www.seattle.gov/util/About_SPU/News/Newsletters/index.asp

Seattle Water Supply Indicators

Water Storage	
Reservoir Inflows	
Snowpack	
Customer Use	
Overall	
Good Fair Poor	

For more information, visit www.savingwater.org

Overall, the percent of samples with low chlorine from purveyor areas has been very low for the first six months this year (0.8%). The average water temperature in the distribution system in June was 16.4 degrees Celsius, with a range of 10.7 to 22.7.

Taste and Odor

The taste and odor panel is meeting bi-weekly. Samples are rated on a scale from 1 to 9, with 1 representing the best and 9 representing the worst. The taste and odor flavor rating assessment (FRA) for the latest Cedar supply (Lake Youngs treated) sample was 2.7 with a chlorine taste. The Tolt supply result was 2.6.

Lake Youngs Status

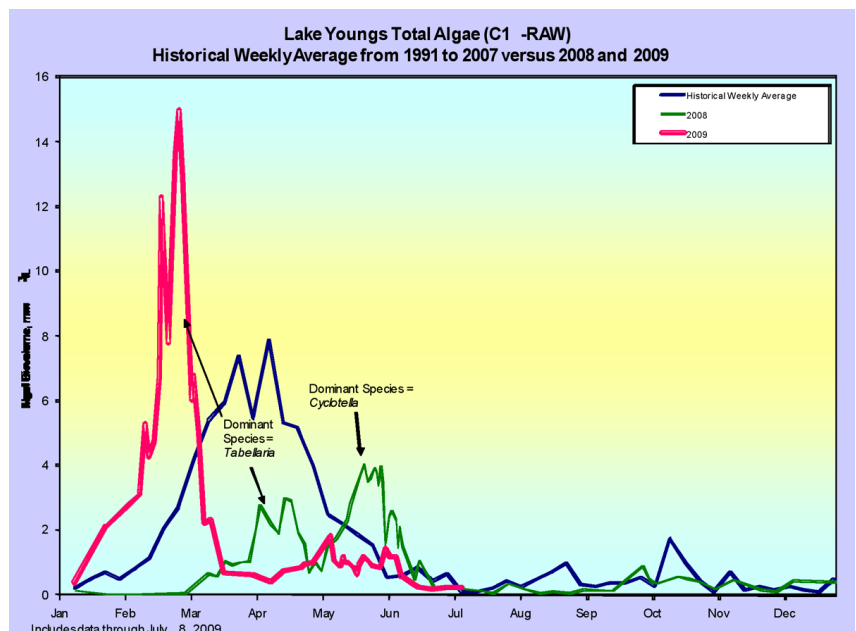
The total Lake Youngs algal biovolume has decreased during June. The treatment plant is no longer seeing impacts to their operations from the algae.



Water Quality Technical Forum Report

Chlorine Residual and Coliform Data

There were no positive coliform samples from the purveyor areas during June 2009. Seattle direct service area had no positive samples. Average chlorine residual concentrations in the purveyor distribution systems ranged from 0.67 to 1.25 mg/L, with an overall average of 0.94 mg/L. The chlorine residual target for the Tolt Treatment Facility is 1.5 mg/L. The chlorine residual target for the Cedar Water Treatment Facility is 1.6 mg/L. The number of samples with chlorine less than 0.2 mg/L was 22 in June (out of 826 samples). Nine of the low chlorine samples were from purveyor areas.



The total coliform counts are normal in Lake Youngs for summer. The average Lake Youngs raw water total coliform count for June was 597, with a range of 6 to 2420 cfu/100mL.

SPU Contact: Wylie Harper, (206) 684-7880 or Lynn Kirby, (206) 684-0216



Conservation Technical Forum

On the web at <http://www.savingwater.org>

RESIDENTIAL INDOOR

Single Family Toilet Program - Coupons Beginning to Reach Customers



Staff has finalized the program design for limited duration single family toilet discounts. The program will consist of a \$30 instant discount on a WaterSense-labeled toilet, to be given at participating

retailers during the month of September, 2009.

Customers will learn about the offer by receiving a coupon in their utility bill or utility newsletter. The coupons are being delivered to utilities on schedule, and some SWP utilities have begun sending their newsletters and/or bills that include the \$30 WaterSense toilet discount coupon to customers. Customers need to hang on to their coupons until the program launches in September, 2009.

Customers can redeem their coupons at participating WaterSense retailers: Aurora Plumbing, McLendon's, Morgan's Electrical and Plumbing, Junction True Value, and Pacific Supply. If customers call regarding the program you can refer them to Arece Hampton or have them visit Savingwater.org, where a program FAQ sheet is posted, along with retailer locations. The FAQ has also been sent to SWP members. In addition, Arece has visited participating retailers and briefed their staff on the program.

CONTACT: Arece Hampton, (206) 733-9137

Two Large Projects for Multi-family Toilet Replacement Program

SPU is testing several WaterSense-labeled HET (high-efficiency toilet) models in various apartment complexes in the Saving Water Partnership service area. These toilets use 1.28 gpf instead of the existing 1.6 gpf, and have qualified in lab testing to be labeled WaterSense by the US EPA. Currently, customers can either choose the "free" toilet for their replacement project, which is a 1.6 Western Pottery Aris, or apply for a rebate of \$100 for WaterSense labeled HET models. Two large apartment complexes (100+ units) in the Highline Water District are participating in a pilot of a WaterSense HET model.

CONTACT: Billie Fisher, (206) 615-1282

WashWise Rebate Program – Website Improvements and Sales Outreach

Web hits to the English-language pages on the washwiserebate.com site between 1/1/09 and 6/30/09 total 7,500, and visits to the Spanish pages total 31. In addition, a fill-able pdf has been added to the website that allows customers to enter their information on-line, print the rebate form, and mail it in to the program.



As of July 1, PECL, the contractor who markets the WashWise program, launched its Certified WashWise Training

Program. This program, implemented by PECL field staff, encourages sales associates at retailers within the WashWise service territory to become a Certified WashWise Salesperson. The training provides valuable information for associates to know when trying to sell a high-efficiency model, including definitions of Modified Energy Factor and Water Factor, so they can more fully explain to customers why the machines are more efficient. Upon successful completion of the quiz, the associate receives a button for their apron, which

identifies them as a Certified WashWise Salesperson, and a \$5 gift card.

Coming soon is the "How to Buy a High-Efficiency Clothes Washer" guide, which can either be carried around in an apron pocket, or left as a display for consumers on a countertop in the appliance department.

CONTACT: Billie Fisher, (206) 615-1282



Multi-Family Showerhead Replacement Program

The Multi-Family Showerhead Replacement Program has been moving quietly forward with property managers and owners continuing to take part in the

program. In an effort to boost participation Seattle City Light and Puget Sound Energy will begin a marketing plan that addresses those that haven't participated in any conservation programs in the past. As of May 31, 2009, we have installed 1,073 showerheads and 1,773 aerators outside Seattle in PSE service territory. Within Seattle we have delivered 9,808 compact fluorescent light bulbs, 1,663 showerheads and 1,688 aerators. If you know of any property owners or managers that would like to participate please have them give Arece Hampton a call.

CONTACT: Arece Hampton, (206) 733-9137

Fix A Leak Month – July Topic: Outdoor Water Leaks

Fix a Leak Month continues as a feature in our conservation toolbox. Building on the success of the EPA sponsored "Fix a Leak Week" that ran in March, SWP has decided to continue this education outreach in order to encourage customers to take advantage of leak repair information that's available on Savingwater.org. Through May 20 we



gave an in-depth look at toilet leak repair. Since May 20, a video on fixing leaky faucets, including how to replace washers, has been featured on Savingwater.org. Tips on fixing outdoor water leaks will be posted in July.

CONTACT: Arece Hampton (206)733-9137

RESIDENTIAL and COMMERCIAL LANDSCAPE Nursery Partnership Planning Underway for September Promotion

This will be the third year of partnering with our area's three largest nurseries during their fall sales. After last year's promotion, SWP conducted two focus groups. Findings showed that even seasoned gardeners did not know that fall is the best time to plant for long-term plant health and water conservation. The retail partners and SWP staff agreed that the promotion should have tiered messaging. "Fall is for planting" will be promoted to draw gardeners into the nurseries. Once there, signs and literature will orient customers to make informed plant choices using the "right plant, right place" concept. The promotion will be designed to allow customization by each nursery while having a consistent look and uniform messages. The timing of the promotion takes advantage of each nursery offering plant discounts from September through October. The partnership also includes a class set up by SWP at each of the retailers to provide more in-depth education for customers. A sample article for wholesale partners' fall newsletters will be sent out shortly.



CONTACT: Liz Fikejs, (206) 615-0516

Irrigation Program Providing Assistance to Large Complex

SWP staff is working with Schnitzer West, a 13-acre commercial complex in Bothell, to assess irrigation scheduling and management practices,

identify opportunities for irrigation technology upgrades and rebates, and work with their irrigation contractor to implement irrigation schedules that reflect plant water needs throughout the irrigation season. This additional conservation service is being provided to target the problems they're having with watering more efficiently. In 2001, Schnitzer received an irrigation audit from SWP but didn't implement any recommendations until this year when they installed rain sensors on 13 controllers.

CONTACT: Jenna Smith (206) 684-5955, or Allegra Abramo, (206) 233-513

Irrigation Program Staff Working with Landscape Architects



Program staff are beginning to work with landscape architects to identify landscape and irrigation design practices that impact water

efficiency. In May, the SWP partnered with Ewing Irrigation to host a training session with landscape architects on designing landscapes and irrigation systems to waste less water. Since landscape architects play a key role in designing and specifying key components in a landscape but tend not to be responsible for the long-term maintenance cost of the landscape, identifying tools to help them design with water efficiency in mind will help create low water use landscapes from the start.

CONTACT: Jenna Smith (206) 684-5955, or Allegra Abramo, (206) 233-5132

Innovative Irrigation Retrofit in Woodinville

Willows Lodge, in the Woodinville Water District, completed an irrigation rebate project in May.

The project consisted of retrofitting the pop-up sprayheads with drip irrigation. Instead of completely abandoning the existing irrigation system, facility personnel connected a new flexible drip irrigation product to the hard irrigation piping, creating a more durable and efficient irrigation system. It's estimated that the drip retrofit will save 393 CCF per year.

CONTACT: Jenna Smith (206) 684-5955, or Allegra Abramo, (206) 233-5132

COMMERCIAL WATER CONSERVATION Resource Venture Scheduling Outreach Presentations

Resource Venture, the SWP's contractor to assist with outreach to commercial customers, is contacting business organizations in wholesale customer areas to make informational presentations to members. The presentations will cover water conservation opportunities and Saving Water Partnership programs. Resource Venture (RV) staff will notify wholesale customers when a presentation is scheduled for an organization in their service area. To date, RV staff have contacted nine city chambers and nine local business associations. Chamber presentations have been scheduled in Shoreline, Duvall, and Woodinville. Articles will be published in the Shoreline, Greater Woodinville and Southwest King County Chamber newsletters in July. Two potential business association presentations are in the works, with the State Society of Healthcare Engineers (WSSHE) (Puget Sound Chapter) and the SODO Business Association (South of Downtown, Seattle). In June the RV presented to the International Facility Management Association of Seattle. For more information on this topic please contact Phil Paschke.

CONTACT: Phil Paschke, (206) 684-5883



Terri Gregg, Sr. Wholesale Contract Analyst
Seattle Public Utilities, Customer Service Branch
700 Fifth Avenue, Suite 2777
PO Box 34027
Seattle, WA 98124-4027

For name or address changes
or corrections, please contact
Terri Gregg at (206) 684-7975
or Terri.Gregg@Seattle.Gov